

FoCUS

South West Surrey Area Group Meeting Wednesday 4th December 2019 1pm – 3pm

Guildford Baptist Church, Queen Street, Godalming

Minutes of the Meeting

Attendees: Claud Norris (SW FoCUS Rep), Tony Hall, Paul Earl, Rosemary Moore (SW FoCUS Rep), TMG

Georgina Foulds (Associate Director for the SW Locality, SABP), Sue Shaw (SABP Chaplaincy volunteer), Donna Davies (Advocate), Jane Ahmed (FoCUS Involvement Facilitator), Lucy Finney (LF Solutions, minute taking)

Apologies: David Muir (SW FoCUS Rep), Linda Galligan, Anne Cornell (Old People's Services Manager), Alana, Rachel, Chris Hall, Dorothy Cridland (Complaints and PALS Manager), Natasha Cumberland (Waverley CMHRS Manager)

1. Welcome, introductions and ground rules

Jane Ahmed welcomed members and reminded the group of the meeting ground rules.

2. Minutes of previous meeting (October 2019)

Accuracy

TMG asked for corrections to Page 5 and these have been actioned.

Subject to changes listed above the minutes were agreed as an accurate record.

Actions from September 2019:

6	<p>One of our FoCUS members is a service user and a carer for their mother who is also a service user in the Trust but under a different service (i.e. working age adults and older people's). It is often difficult to sort things out for the person being cared for because nothing seems to be connected and the Trust can't seem to get information from one department to another. If you are the person using services and are seen to be dealing with an issue it is assumed you don't need help – which is often far from the case. How can the Trust make it easy for a service user to get information and sort things out for the person they care for who is under another service in the Trust?</p> <p>Completed. As a Trust we should be thinking about families as a whole and about how using services and caring for a loved one's links. We are sorry to hear this hasn't been the case and would be more than happy to link with the person who had had this experience to see what could be done differently to support them. Claud will contact Jo about this.</p>	Jo Lynch
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Actions from October 2019

1	<p>Rosemary Moore felt that when visiting the Trust website the most recent publications or news should be the most visible such as the Annual Report. Jo Patel explained that things get put on as news items, however the website is structured so that people can easily navigate where they want to go. Rosemary agreed that she would meet with Honey from Communications Department to explain her views further.</p> <p>Completed. Rosemary hopes to go and see Honey in the next few weeks to talk about this further.</p>	Jo Patel Communications
2	<p>FoCUS members would like to know the size of the sports garden planned at the ACU. Completed. The sports pitch is 12.6m x 26.2m.</p>	Sonya Scammell
3	<p>A FoCUS member asked if they can receive FoCUS paperwork in audible form? Completed.</p>	Support Team

3. Feedback from FoCUS Committee

Jane Ahmed ran through the FoCUS Committee summary and highlighted the following:

- Heather Caudle the new Chief Nurse attended her first FoCUS meeting.
- The Children's and Young People's (CYP) service attended to talk about participation in CYP services.
- The long wait times for routine Autism and ADHD appointments within the CAMHS service were recognised.
- FoCUS highlighted the lack of support for family members living with a sibling with severe mental health and learnt that the Trust offer family therapy as the impact on the family can be immense.
- The Trust expected 35 people to attend the Strategy day on 18th November and the participation will come to the next round of FoCUS meetings in January.
- The Section 75 agreement was discussed and will be updated on later in the meeting.
- The confusion between the names for the SPA and the Crisis line was discussed and the Trust will be thinking about how this should be branded recognising this needs to be worked on and think about the best name for the number and how this will be communicated. They will also look to see if there is any data around consequences of the confusion to the public.
- The Trust acknowledged that the East of the County need hospital provision and the Trust want to address this and diminish travel.
- A response was received regarding interaction with Universities.
- The Trust confirmed that each acute hospital has their own approach to training, some include this in their induction for new staff and others as stand-alone training, however it is not mandatory.
- The service does not provide specific carer training.
- Additional staff are being recruited to Children's teams where assessment and treatment demand is more significant (NW and SW CAMHS).

Tony Hall asked if the Adult SPA (Single Point of Access) has gone live and Jane Ahmed confirmed that both the Adult and Children's SPA are both live and have been for some time.

TMG asked if those siblings waiting for family therapy can be referred to Surrey Young Carers for support in the interim?

Tony Hall updated that he is having a meeting with Jo Lynch and Clare Burgess (Surrey Coalition of Disabled People) regarding Participation on the 9th December.

TMG was pleased with the response received from the Trust regarding Universities and what they are providing, however would like to know if they are planning on reviewing this at some point in the future. Jane Ahmed noted that the start of their response confirms how they will look at these in the future and it was agreed that FoCUS will follow this up in 6 months' time.

SW FoCUS members feel that safe havens are not always appropriate places for young adults and FoCUS would like to ask if the Trust can look at using an additional room at the adult safe haven for young people (over 18) if they want to be quiet or if they could consider having a safe haven on university campus? Georgina agreed to take this point back.

Sue Shaw gave a brief update on the Trust's Pastoral and Spiritual Care Service:

- Josiah is about to compete a Doctorate on spirituality and mental health. Ministers in church are not given any information about mental health and Josiah feels that if they had a greater understanding of mental health issues it would be helpful to the church, the congregation and the NHS. Hopefully he will get some courses and education for ministers.
- It is hoped that ideally every user that comes into a mental health hospital should have a spiritual care assessment to see what their needs are. This will be helpful for both the person and the staff.
- The Pastoral and Spiritual Care team is small and covers a large area. The team consists of Sue and Josiah at Farnham Road Hospital, a chaplain at Epsom with a couple of volunteers, a Reverend at the ACU and a new member of staff who is being paid for 4 hours a week that has joined the team.
- Staff also need support but it can be difficult to encourage them to speak up and come on the courses offered.
- Anyone can contact the spiritual care services if they want to talk to someone and there are different contacts for the different faiths.

Paul Earl commented that at the point of accessing mental health services the individual may be in crisis so it may be worth having regular follow ups as they progress to recovery. Sue agreed and said that it would depend on their point in recovery. Paul then asked if the training

for ministers to support and understand those with mental health in the church will be rolled out to Guildford and surrounding areas? Sue was not sure but said it is going in the right direction at present.

Rosemary Moore spoke about Royal Surrey County Hospital and St. Peter's Hospital who have a mission document that asks if the person would like a pastoral care appointment; acute hospitals seem to have more structured access to this service.

3. Section 75 Update, Georgina Foulds

Georgina Foulds asked about understanding of the Section 75 withdrawal Agreement and listened to members experiences around how this has affected them so far.

Section 75 is a legal Agreement for statutory organisations to work together between the Local Authority and health organisations. SABP had a Section 75 Agreement in place with Surrey County Council (SCC) so they can pool resources and have a partnership Agreement in place to provide a joint service. Historically health and social care staff have been in one building providing an integrated service for those with mental health problems. The Trust received notice in April this year from Surrey County Council to say they no longer wanted the Agreement in place and that it would end on 31st October this year.

Reasons for this are so the Council can refocus its strategy on their statutory duties and a model of early care and intervention and this will be a different model to what has historically been provided.

This is a significant change and one of the biggest changes the community teams have gone through. The CMHRS's have looked at whether people have care provided by either health (SABP), social care by Surrey County Council or those who will have joint care provided. Social care staff in the SW area were in the first phase of Surrey County Council staff moving out of CMHRS bases and into SCC premises. Health staff working for SABP will still provide the service in Berkley House.

FoCUS members spoke about their experiences following the social care staff moving out of the CMHRS's and Paul Earl spoke about his experience of being transferred back to his GP without any consultation and how there should have been better and more robust plans in place before this happened.

Some members present at the meeting were not clear of their current position as they had not received any communication from the CMHRS or social care. Other members agreed and were pleased these concerns are being highlighted by members.

Rosemary Moore commented that whatever the changes may be statutory authorities have a duty of care and should be held responsible for not doing so. Georgina agreed that this change is significant and no matter what is put in place the Trust or Surrey County Council must always remember that it's a person's experience of this that matters.

If anyone has a concern regarding who their care should now be delivered by please contact Georgina so she can confirm what the current status is.

Georgina believed it is important that SCC staff hear the experiences of people using services and carers, particularly those outlined today and will take this away and feed this back; however whilst she is able to feedback comments about SCC practice she has no responsibility to address these but can work with the Local Authority to help. If a FoCUS member has concerns with social care practice and systems please take this to Surrey County Council. Georgina will provide details about how to complain to Surrey County Council.

TMG has been part of the Section 75 meetings and advised that SystemOne and the Trust were not able to generate the reports that Surrey County Council (SCC) needed to fulfil their statutory duties. SCC can now work more closely with GP's and also provide better early intervention services.

TMG reminded members that, as a carer, when moving a loved one from SABP to SCC a carers assessment must be completed on-line in order to protect your budget.

In summary the organisations are working collaboratively but not in the same integrated partnership way, however, will do their very best for people using services to ensure they feel supported during this period.

Tony Hall felt that to give people hope their expectations need to be managed and there is an IMHN (Independent Mental Health Network) meeting on the 10th December to talk about Section 75. Tony thanked Georgina for being open and honest.

The group thanked Georgina for her time.

4. Local Issues from FoCUS members

Good news and Compliments

TMG was pleased with detailed feedback received regarding the Trust's work in Universities in the responses given to FoCUS issues raised. TMG is impressed by how they have responded and this is very useful information.

Claud Norris wished to thank Milena in the Waverley Older Adults service who has been very supportive and has gone above and beyond, when she didn't need to over the last few months.

Tony Hall spoke about his work with charities who recently audited Farnham Road Hospital and the Abraham Cowley Unit; the feedback from staff and patients was supportive. Full marks to all staff who made the audit beneficial.

Local Issues

Rosemary Moore reported that SILC (Surrey Independent Living Council) have the contract for Independent Health Complaints Advocacy and gave her experiences of this as she is still waiting for a response from the Trust regarding a complaint submitted some time ago. Rosemary feels that PALS are not following their role in providing a response meaning the complaint cannot be taken further.

Tony Hall gave his experiences of Advocacy services and the disconnect of signposting.

Paul Earl addressed the issues for students attending the safe haven as discussed earlier in the meeting and suggested the Trust look at making use of other locations that may be available and provide safe havens in GP practices to make it more local for students? The Guildford safe haven is not a good place for students.

FoCUS again briefly discussed provision of young people's services up to the age of 25 and it noted that they will revisit this in 6 months' time.

5. CMHRS Update

Unfortunately, the CMHRS Manager was off work and not able to attend the meeting.

6. Date of next meeting

Date of Next Meeting: Wednesday 8th January 2019 at the Redwood Centre, Farnham Road Hospital, Farnham Road, Guildford, GU2 7LX.

Issues to go to next FoCUS Committee meeting on 11th February 2020.

Actions

1	FoCUS members in the SW learnt from the FoCUS Committee Summary at the Trust offer family therapy for those family members who may have a sibling waiting for therapy with CAMHS (which may be some time due to waiting lists) and would like to suggest that these siblings are referred to Surrey Young Carers for support in the interim?	Jo Lynch Nicola Dykes
2	SW FoCUS members feel that safe havens are not always appropriate places for young adults and FoCUS would like to ask if the Trust can look at either: <ul style="list-style-type: none">• using an additional room at the adult safe haven for young people (over 18) if they want to be quiet.• if they could consider having a safe haven on university campus?• make use of other locations that may be available and provide safe havens in GP practices to make it more local for students? The Guildford safe haven is not a good place for students.	Georgina Foulds Jo Lynch
3	If a FoCUS member has concerns with social care practice and systems please take this to Surrey County Council. Georgina will provide details about how to complain to Surrey County Council.	Georgina Foulds

Contact details for your Support Team

<p>For Member support please contact: Clare Burgess and Jane Ahmed at the Surrey Coalition of Disabled People Tel: 01483 456558 Text: 077809 33053 Email: clare.burgess@surreycoalition.org.uk Email: jane.ahmed@surreycoalition.org.uk</p>
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For Meeting support please contact LF Solutions
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Glossary of Abbreviations:

AMP	Approved Medical Practitioner
CAG	Carers Action Group
CBT	Cognitive Behavioural Therapist
CCG	Clinical Commissioning Group
CMHRS	Community Mental Health Recovery Service
CPA	Care Planning & Assessment
CPA	Carers Practice Advisor
CPN	Community Psychiatric Nurse
CQC	Care Quality Commission
CQUIN	Commissioning for quality and innovation
CTO	Community Treatment Order
EPP	Expert Patient Programme
ESA	Employment & Support Allowance
HTT	Home Treatment Team
IAPT	Improving Access to Psychological Therapies
IMCA	Independent Mental Capacity Advocate
IMHA	Independent Mental Health Advocate
OT	Occupational Therapist
PALS	Patient Advice and Liaison Service
PETS	Patient Experience Trackers
PICU	Psychiatric Intensive Care Unit
PPG's	Patient Participation Group
PRG	Patient Reference Group
PVR	Public Value Review
QUIPP	Quality, Innovation, Productivity, Prevention
SABP	Surrey and Borders Partnership
SCC	Surrey County Council
SDS	Self Directed Support
SHIPP	Surrey High Intensity Partnership Programme
SPA	Single Point of Access
STEPPS	Systems Training for Emotional Predictability and Problem Solving